



ACQUIRING CUSTOMER INPUT

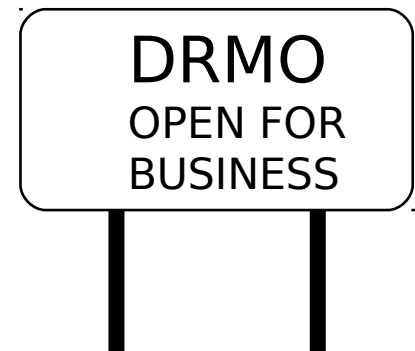
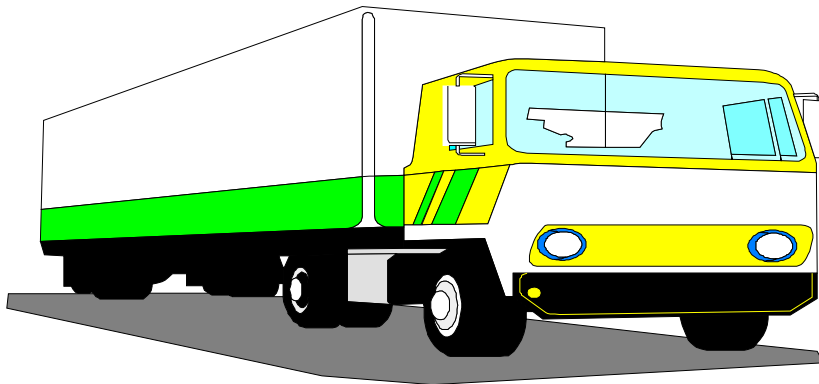
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Defense Reutilization and



BACKGROUND

- DISPOSAL SUPPORT CONCEPT UNCHANGED FOR THIRTY YEARS
- PHYSICAL HANDLING





A-76 AT DRMS

- **CURRENT A-76 EFFORT**
 - **ANNOUNCED OCT 2001**
 - **SELECT LOGISTICS- WAREHOUSE STOCK, STORE AND ISSUE FUNCTIONS**
 - **INCLUDES WAREHOUSING FUNCTION AT ALL DRMS SITES IN THE CONTINENTAL UNITED STATES AS WELL AS HAWAII, AND PUERTO RICO**
 - EXCLUDES OTHER DRMS FIELD FUNCTIONS: R,T&D, DEMILITARIZATION, HAZARDOUS WASTE, USABLE SALES AND SCRAP PROCESSING AND SALES
 - **APPROXIMATELY 100 SITES AND 275 FTEs**
 - **EXCLUDES GUAM, ALASKA AND GUANTANAMO BAY, CUBA**

A-76 IS PART OF THE DRMS STRATEGY



IMPACT ON WAREHOUSE INFRASTRUCTURE EXPECTED

PERFORMANCE NOT GEOGRAPHY BASED

- PERFORMING ACTIVITY WILL DESIGN TRANSPORTATION/STORAGE INFRASTRUCTURE
- PA DOES NOT HAVE TO CONTINUE OPERATIONS AT EXISTING FACILITIES
- PA DOES NOT HAVE TO PERFORM STORAGE FUNCTION AT A GOVERNMENT FACILITIES

**GREATER COST SAVINGS AND EFFICIENCIES
EXPECTED**



CUSTOMER IMPACT

- TRANSPORTATION COST WILL BE PART OF THE AWARD DECISION
- PA WILL PROVIDE TRANSPORTATION FROM HOST INSTALLATIONS IMPACTED BY THE REDESIGNED NETWORK
- GENERATORS CURRENTLY NOT COLOCATED WITH HOST INSTALLATIONS WILL HOLD PROPERTY UNTIL DISPOSAL OCCURS OR WILL TRANSPORT TO CLOSEST PA FACILITY

**TRANSACTION DESIGNED TO MITIGATE IMPACT ON CUSTOMERS
AND PRECLUDE SHIFTING OF COSTS FROM
DRMS TO OTHER DOD ACTIVITIES**



THE FUTURE DRMS LOGISTICS NETWORK

REDESIGNED NETWORK SCENARIOS :

- **MEO- WILL LIKELY BE LIMITED TO CONSOLIDATION AND OR PARTNERING WITH OTHER GOVERNMENT AGENCIES**
 - UNKNOWN NUMBER AND LOCATION OF STORAGE SITES
- **PRIVATE SECTOR CAN USE EXISTING GOVERNMENT RESOURCES AS WELL AS ORGANIC RESOURCES.**
 - UNKNOWN NUMBER AND LOCATION OF STORAGE SITES
 - EXISTING LOGISTICS PROVIDER (E.G., UPS) MAY HAVE SUFFICIENT ORGANIC CAPACITY AND NOT USE ANY DRMS FACILITIES

**PRONOUNCED LOGISTICS NETWORK
REDESIGN IS LIKELY**



OBTAINING CUSTOMER BUY IN (WORK IN PROGRESS)

- **RECOGNIZED EARLY ON THAT OUR APPROACH TO THE A-76 WAS UNCONVENTIONAL AND THAT WE NEEDED TO BE PROACTIVE VICE REACTIVE IN ENSURING THAT OUR CUSTOMERS WERE COMFORTABLE WITH THE CONCEPT**
- **DEVELOPED A CUSTOMER COMMUNICATIONS PLAN THAT WAS DESIGNED TO:**
 - PROVIDE ACCURATE AND TIMELY INFORMATION
 - MEETING AND MANAGE CUSTOMER EXPECTATIONS
 - OBTAIN CUSTOMER FEEDBACK
 - INCLUDE CUSTOMERS IN THE PROCESS

PLAN DEVELOPED IN CONJUNCTION WITH J-37



OBTAINING CUSTOMER BUY IN (WORK IN PROGRESS)

THE DRMS A-76 CUSTOMER COMMUNICATIONS PLAN

- **HQ DLA HIGH LEVEL CUSTOMER BRIEFINGS**
 - COMMUNICATIONS FROM THE TOP _____DOWN
- **CUSTOMER PARTICIPATION IN THE SOLICITATION PROCESS**
 - DEVELOPMENT OF PWS
 - PARTICIPATION IN THE PROPOSAL EVALUATION PROCESS
- **DRMS TOUCH POINTS-BOTH HQ AND FIELD**

**A SINGLE & CONSISTENT MESSAGE-THIS WILL
GOOD BE A DEAL FOR THE SERVICES**